

State of Hawai‘i
Office of Hawaiian Affairs
Health, Human Services & Housing Hale
Human Services Discipline

Addendum No. 2

To

Request for Proposals
Native Hawaiian Human Services Program
RFP No. OHA 09-310-01-SW

June 30, 2009

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**REQUEST FOR PROPOSALS
Native Hawaiian Human Services Program
RFP No. OHA 09-310-01-SW**

The Office of Hawaiian Affairs, Health, Human Services and Housing Hale issues this addendum to RFP OHA 09-310-01-SW, Native Hawaiian Human Services Program published on May 13, 2009 and Addendum No. 1 thereto published on June 5, 2009, for the following purposes:

- ☐ Responding to questions that arose at the orientation meeting of <Date> and written questions subsequently submitted in accordance with Section 1-V, of the RFP.
- ☒ Amending the RFP.
- ☒ Request for Final Revised Proposals.

The proposal submittal deadline:

- ☐ is amended to <new date>.
- ☐ is not amended.
- ☒ for Final Revised Proposals is **July 8, 2009 at 4:30 p.m.**

Attached is (are):

- ☐ A summary of the questions raised and responses for purposes of clarification of the RFP requirements.
- ☒ Details of the request for final revised proposals.
- ☒ Amendments to the RFP.

If you have any questions, contact:

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Addendum No. 2
Request for Final Revised Proposals
Native Hawaiian Human Services Program
RFP No. 09-310-01-SW

1. Purpose of the request for final revised proposals:

Pursuant to Hawai'i Administrative Rules §3-143-607 and in order to allow fair and equal opportunity to all responsive and responsible applicants to make a best and final offer, OHA hereby requests submission of final revised proposals. Final revised proposals must include the applicant's responses to the questions set forth below.

2. Procedure for submission final revised proposals is as follows:

The deadline for submission of final revised proposals is **Wednesday, July 8, 2009 at 4:30 p.m., Hawai'i Standard Time (HST)**. Final revised proposals must be hand-delivered to OHA at 711 Kapi'olani Boulevard, Suite 500, Honolulu, Hawai'i 96813, on or before the submittal deadline. There are no exceptions to this requirement.

3. In the event an applicant does not submit a final revised proposal, the applicant's last proposal shall be deemed to be the applicant's final revised proposal.

4. Notice of award after submission of final revised proposals:

After revised final proposals are received, final evaluations shall be conducted, and a notice of award issued, unless OHA makes a written determination that it is in the state's best interest to conduct additional discussions or issue a further addendum to the request for proposals.

Questions for Applicant's Final Revised Proposals

The following questions are intended to address the matters raised during the applicant interviews conducted by the RFP Review Committee. The final revised proposal shall consist of the applicant's response to each question.

1. The Native Hawaiian Human Service Program requires that services be delivered in a manner that reflects sensitivity to and understanding of the Hawaiian culture, including Hawaiian self-identity, family dynamics, and other cultural considerations. Please explain how each of the service delivery points (i.e., "Intake and Evaluation Procedures, Information and Referral System, Case Management through Community Outreach Program through Services Integration Plan and Incorporation of Hawaiian Values in Service Delivery) is designed to be most effective for Native Hawaiian beneficiaries?
 - a. Please indicate your past experience fulfilling these specific program and service areas, particularly with Native Hawaiian beneficiaries and give one specific example of how your organization incorporates or has incorporated Native Hawaiian values into a service or program. In the alternative, please describe how you intend to educate and train staff so that they have the knowledge, skills, and abilities to provide the requisite services in the manner described above, if awarded this contract.
2. Please specify the organization's evaluation outcome/results in programs and services for Native Hawaiian beneficiaries and the measures utilized. The data from these outcomes and results would be in addition to client satisfaction and number of beneficiaries served.
3. Please describe the following about your organization:
 - a. Program evaluation procedures (e.g., measures used, data collection process, how is data collected, frequency, who is targeted, who collects responses, what is the return rate, data analysis); and
 - b. Evaluation outcome review (e.g., who reviews the findings; who monitors follow-ups, if any are conducted based on outcomes); and
 - c. Please describe how service recipients are involved in your organization's evaluation process, if any and
 - d. Please describe how Native Hawaiian service recipients, community members, or organizational partners are involved in your organization's evaluation process, if any.

4. This RFP requires that all Native Hawaiian beneficiaries receive an assessment for services, information, and appropriate referral; in addition, some beneficiaries must also receive ongoing case management services. Please describe case management as practiced in your organization.
 - a. Describe case management practice specifically for the Native Hawaiian Human Service Program, in consideration of cultural and other needs particular to Native Hawaiian beneficiaries.

Applicable sections of the RFP

For your information and reference, the above questions pertain to the following sections of the RFP:

2.1.4 Description of the Goals of the Service

The primary goals of the Native Hawaiian Human Services Program are as follows:

2.1.4.1 To help Native Hawaiian beneficiaries attain income adequacy, self-sufficiency, and long-term economic security by providing a financial support system to include the following:

- (a) Emergency financial assistance fund;
- (b) Financial assistance for incapacitated beneficiaries;
- (c) Native Hawaiian Individual Development Account program;
- (d) Training, education, and resources regarding financial literacy, planning, and management through community outreach (i.e., an establishment of networks, partnerships, and working relationships with other agencies and community organizations); and
- (e) Referral services for beneficiaries to obtain financial aid and related assistance from other community resources.

2.1.4.2 To serve as a health and human services resource for Native Hawaiian beneficiaries by providing information and referral services relating to education assistance, employment and income security, individual and family care, health needs, housing, legal services, genealogy research, business assistance, and other general information.

- 2.1.4.3 To deliver the above-described services in a manner that reflects sensitivity to and understanding of the Hawaiian culture, including Hawaiian self-identity, family dynamics, and other cultural considerations.

....

2.3.1 Service Activities (Minimum and/or mandatory tasks and responsibilities)

- 2.3.1.1 Provide case management services for Native Hawaiian beneficiaries including, but not limited to, intake and evaluation, development of a case management plan, counseling services, referral services to other community resources (as appropriate), and follow-up services.

....

- 2.3.1.10 To deliver the above-described services in a manner that reflects sensitivity to and understanding of the Hawaiian culture, including Hawaiian self-identity, family dynamics, and other cultural considerations.

....

2.3.2.3 Quality assurance and evaluation specifications

- 2.3.2.3.1 The applicant must propose and describe how the applicant will provide quality assurances to OHA, including methodology and proposed reporting practices, etc.
- 2.3.2.3.2 The applicant must maintain all relevant records, documents, and materials as deemed necessary by OHA to monitor and evaluate program activities and services.
- 2.3.2.3.3 The applicant must participate in all monitoring and evaluation activities, including coordinating site visits with OHA representatives.

2.3.2.4 Output and performance / outcome measurements

The applicant must measure the benefits and effectiveness of program activities and services in the following categories:

- 2.3.2.4.1 The number of Native Hawaiian beneficiaries engaged in the intake and assessment process.
- 2.3.2.4.2 The number of Native Hawaiian beneficiaries that attain financial and household stabilization following an

emergent, unanticipated circumstance through the distribution of emergency financial funds.

- 2.3.2.4.3 The number of Native Hawaiian beneficiaries counseled and supported regarding budgeting and the impact on household finances.
- 2.3.2.4.4 The number of Native Hawaiian beneficiaries that request and engage in additional financial literacy and budget management education in an effort to become financially independent and improve the quality of their lives.
- 2.3.2.4.5 The number of Native Hawaiian beneficiaries that receive information and referral support.
- 2.3.2.4.6 The number of Native Hawaiian beneficiaries that were provided services as the result of community outreach activities.
- 2.3.2.4.7 The number of Native Hawaiian beneficiaries that received follow-up services.

Addendum No. 2
Amendments to Request for Proposals
Native Hawaiian Human Services Program
RFP No. 09-310-01-SW

RFP OHA 09-310-01-SW, Native Hawaiian Human Services Program published on May 13, 2009 and Addendum No. 1 thereto published on June 5, 2009, is hereby amended as follows:

Section	Amendment																		
<i>Section 1 – Administrative Overview</i>																			
1.4	<p>Section 1.4 is amended as follows:</p> <p>Final Revised Proposal submittal deadline: July 8, 2009 Evaluation period for final revised proposals: July 9-10, 2009 Provider selection: July 10, 2009 Notice of statement of findings and decision: July 13, 2009 Contract start date: August 1, 2009</p>																		
<i>Section 4 – Proposal Evaluation</i>																			
4.3.1	<p><i>Section is amended to read:</i></p> <p>Evaluation Categories and Thresholds</p> <table> <tr> <td><u>Evaluation Categories</u></td><td><u>Possible Points</u></td></tr> <tr> <td><i>Administrative Requirements</i></td><td>0 Points</td></tr> <tr> <td><i>Proposal Application</i></td><td>100 Points</td></tr> <tr> <td>Program Overview</td><td>0 points</td></tr> <tr> <td>Experience and Capability</td><td>20 points</td></tr> <tr> <td>Project Organization and Staffing</td><td>15 points</td></tr> <tr> <td>Service Delivery and Program Costs</td><td>55 points</td></tr> <tr> <td>Financial</td><td>10 Points</td></tr> <tr> <td>TOTAL POSSIBLE POINTS</td><td>100 Points</td></tr> </table>	<u>Evaluation Categories</u>	<u>Possible Points</u>	<i>Administrative Requirements</i>	0 Points	<i>Proposal Application</i>	100 Points	Program Overview	0 points	Experience and Capability	20 points	Project Organization and Staffing	15 points	Service Delivery and Program Costs	55 points	Financial	10 Points	TOTAL POSSIBLE POINTS	100 Points
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4.4.2.4	<p><i>Section is amended to read:</i></p> <p>4.4.2.4 Service Delivery and Program Costs (55 Points)</p>																		

Section	Amendment
	<p>4.4.2.4.1 Service Delivery (35 Points)</p> <ul style="list-style-type: none"> • Intake and Evaluation Procedures. • Information and Referral System. • Case Management System. • Financial Literacy Program. • Individual Development Account Program. • Criteria for Distribution of Emergency Funds. • Community Outreach Program. • Community Services Plan. • Services Integration Plan. • Incorporation of Hawaiian Values in Service Delivery. <p>4.4.2.4.2 Program Costs (20 Points)</p> <ul style="list-style-type: none"> • Personnel • Administrative • Travel • Contractual Services – Subcontracts • Equipment • Marketing • Publication & Printing • Supplies • Transportation - Mileage • Telecommunications
4.4.2.5	<p><i>Section is amended to read:</i></p> <p>4.4.2.5 Financial (10 Points)</p> <ul style="list-style-type: none"> • Applicant’s proposal budget is reasonable, given program resources and operational capacity. • Adequacy of accounting system.
4.4.2.6	<p><i>Section 4.4.2.6 is deleted.</i></p>

